
RightNow Metrics™ 4.3 Release Notes

This document contains an overview of the new and expanded features in RightNow Metrics 4.3. In addition, the last page of this document contains a list of the fixes added to version 4.3. For a listing of the hardware and software requirements for RightNow Metrics, log in to our support site at <http://rightnow.custhelp.com> and access Answer ID 31.

Note: The new and expanded features apply only to the premium version of RightNow Metrics; the fixes apply to both the premium and basic versions of RightNow Metrics. Contact your RightNow sales representative for information about the advantages of each version.

Survey Layout

RightNow Metrics 4.3 provides a variety of new options for formatting surveys, including the ability to reorder survey pages, customize the button text on surveys, and insert a progress indicator on surveys. In addition, branches can be previewed and tested to ensure that all branches work as desired before launching a survey.

- **Addition of variable question numbering**— Variable question numbering is offered in RightNow Metrics 4.3. Options include default numbering, continuous numbering, or no numbering.
- **New progress indicator on surveys**— A progress indicator can now be enabled on surveys so that survey participants can track their progress in completing a survey. Options include a progress bar indicator, progress number indicator (displayed as a percentage), or no progress indicator.
- **Ability to customize button text on surveys**— The text on buttons that appear on surveys can be changed for each page of a survey. Buttons include Next/Submit, Cancel/Close, and Clear/Reset.
- **Ability to reorder pages in a survey**— Pages in a survey can now be reordered in the same easy manner that questions can be reordered.
- **Ability to test and preview branches**— In addition to previewing pages and entire surveys, RightNow Metrics now provides the ability to preview branches. Also new in RightNow Metrics 4.3 is the ability to test branches before launching a survey.
- **Change in survey settings Password field**— It is no longer necessary to re-enter the password when making changes to a setting on the Survey Settings page. Asterisks now appear in the Password field and must remain to update survey settings.

Launching Surveys

In this version of RightNow Metrics, email notifications can be created to notify staff when there is a problem in any network, server, mailbox, or password settings when launching surveys. In addition, more surveys can be sent at once, and customer information can be integrated in outgoing Closed-Incident surveys.

- **Error checking functionality** – Staff members can now create an email notification so they are notified when there is a problem with any network, server, mailbox, or password settings they have defined when launching surveys.
- **Increased number of survey participants** – The previous limit on the number of email addresses to be sent surveys at a given time (500) has been significantly increased. Refer to the end of this document for this fix.
- **Personalized surveys** – Customer information can now be integrated in outgoing Closed-Incident surveys, offering a more personalized survey to an organization's customers.

Questions

A new question type has been added in version 4.3 and additional options to question parameters provide more control over answer options and greater flexibility in composing questions and answer options.

- **New question type** – A new question type has been added to RightNow Metrics called "spaces." Spaces can be used to insert a certain number of carriage returns (or
 tags in HTML) between questions.
- **New format for multiple choice and range questions** – Multiple choice and range questions now have an additional answer layout, Pull Down Menu List. This option will create a question with its available answers displayed in a drop-down menu. Previously, range questions needed to be formatted with horizontal or vertical radio buttons, and multiple choice questions could be formatted with horizontal, vertical, two columns, or three columns of radio buttons.
- **Ability to size answer field in short answer questions** – The size of the answer field in short answer questions is now configurable. By default, this field is 3 lines high by 40 characters wide. The maximum number of characters allowed for the answer text has been increased to approximately 4000 characters.
- **Additional options for multiple choice and check all questions** – Multiple choice and check all questions now allow "Other" and "Comment" field types. The Other field displays a text box where survey participants can type a choice that is not listed and select it as their answer. The Comment text box allows survey participants to write additional comments.
- **Increased limit for multiple choice and check all answers** – The maximum number of characters allowed for multiple choice and check all answers has been increased to 255 characters.

Addresses

In RightNow Metrics 4.3, email addresses in the existing address list can be reused. When setting the schedule for an On-Demand survey, a new option allows "Previously Surveyed" email addresses to be selected.

Notification Console

The email notifications function of RightNow Metrics has been moved to its own console. The new Notification Console can be accessed through the tab bar and provides a convenient location for organizing and maintaining email notifications. (Previously, email notifications were only accessible through the scoring and notification rules functions.)

Results

In RightNow Metrics 4.3, options for viewing and exporting survey results have been expanded.

- **Ability to customize graphical results**— The top of the graphical results pages can now be customized to include text, graphics, and hyperlinks.
- **Filter CSV data by date**— CSV (comma separated value) data can be filtered by date.

Integration

For organizations that are upgrading to this version of RightNow Metrics and have upgraded to RightNow eService Center 5.5.2 (eService Center), the eService Center staff accounts information can be shared. Staff members from eService Center with proper permissions in their profile can now log in to RightNow Metrics using their eService Center user name and password.

Utilities

Options in the *pollster* utility now provide more control over how *pollster* executes its actions. Previously, *pollster* processed survey responses and sent out surveys in one action; in RightNow Metrics 4.3, flags can be set to only process survey responses from the mailbox or to only send out surveys.

Configuration

New configuration settings provide more options for configuring specific areas in RightNow Metrics. Refer to the *RightNow Metrics 4.3 New and Expanded Features* document for the specific configuration settings.

Fixes

The following fixes have been added to RightNow Metrics 4.3.

1. **Problem:** The survey results link did not display the complete listing of all the questions. When a survey had more than 20 questions, the complete list of questions was not shown. Also, when a question had many possible responses, each one consisting of a text string, and the results were processed, the image source (a URL) for the graph of the question could not be generated because of the quantity of responses and length of the corresponding text strings.
Fix: Increased the buffer size.
2. **Problem:** When the SURV_FREQ_MAX setting was set to '4-Only Once', valid participants were removed from the Participants 'Addresses Sent' list of a Closed-Incident survey.
Fix: RightNow Metrics now deletes a response_id so that multiple responses are not deleted.

3. **Problem:** When applying the German language pack on top of the English installation, there was a phrase that remained untranslated (range is from X to X, step by X). This phrased was also not in the message bases. The phrase appeared on the end-user survey, in questions of the type Area (german: Bereich). Also, there were buttons like 'Question of Type "Remove,"' which after the upgrade were missing the bits from the first double quote onward.

Fix: Message bases were updated in the German language pack.

4. **Problem:** When attempting to send more than 500 On-Demand surveys at one time, the action failed due to the Apache timeout, which on hosted sites is 5 minutes. This resulted in users having to "Send More" if they were sending a large volume of surveys.

Fix: The Web server was timing out. A new program, RNM_populate takes the email addresses and off-loads them to the machine instead of the Web server. This was tested with 80,000 addresses.

5. **Problem:** The utility *pollster* needs to set all email addresses to lower case when placing them in the survey_population table.

Fix: The utility *pollster* now stores all email addresses as lowercase.

6. **Problem:** When using the Back button while creating a question, two questions with the same name were created (reproduced the problem with multiple choice, range, and check all question types).

Fix: Fixed so that if the Back button is used, questions with the same name are not created. The more recent question will overwrite an existing question's values when the Back button is used.

7. **Problem:** When creating and launching a survey that was a copy of another survey, the text of the original survey's E-mail Introduction and E-mail Trailer fields could be changed or edited, but not removed or deleted. This has been fixed in version 4.3.

Fix: Text from the Email Introduction and Email Trailer fields are now left blank and need to be updated when they launch the survey.